

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Cesar Scott

Texas Manufacturing Assistance Center

Cesar-Scott Achieves ISO Certification

Client Profile:

Cesar-Scott, Inc., is a certified minority-owned enterprise established in El Paso, Texas, in 1988. The firm is a sales, marketing and manufacturing company that produces cable and wire assemblies for segments such as appliance and automotive. Cesar-Scott also distributes wire and cable, electronic components and heat shrink tubing, and it represents a group of companies that design and manufacture electronic components.

Situation:

Environmental responsibility is important to Cesar-Scott, as evidenced by its environmental policy which states, "Cesar-Scott is committed to the protection of the environment at all locations where manufacturing processes and customer service activities are performed." During the latter part of 2001, Cesar-Scott owner and founder, Gustavo Farell, was looking for guidance in implementing ISO 9001. He chose the Texas Manufacturing Assistance Center, a NIST MEP network affiliate, as his service provider. When TMAC management specialist Conrad Soltero came to realize that Cesar-Scott was staffed with efficient and highly effective people, he proposed the simultaneous implementation of ISO 9001 and 14001.

Solution:

The project was initiated in January of 2002. Registration audit was planned for November of the same year. In just seven months, all ISO 9001 policies and procedures had been written, the system had been entirely audited, and the vast majority of non-conformances derived from the internal audits had been effectively closed out. In order to meet the registration audit date, Cesar-Scott had two months remaining to implement ISO 14001. At the end of September, Soltero performed an integrated audit to both fulfill the required internal audits for the ISO 14001 portion and to discern just how far from compliance to both systems the company was. As it turned out, all that remained was a full management review inclusive of both systems. That review was performed in late October, and the successful registration to both standards was conducted on schedule.

The leadership shown by Mr. Farell and the teamwork displayed by his staff is a model for all organizations. Cesar-Scott demonstrated commitment to the registration process and the foresight to recognize the cohesive nature of both management systems. Using the knowledge of ISO 9001, the company focused on environmental issues embedded in ISO 14001 rather than on the mechanics of the two systems.

Results:

- * ISO certified.
- * Reduced scrap by 50 percent.

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- * Reduced lead times from 2 weeks to 2 days.
- * Reduced Production Part Approval Process (PPAP) preparation time from 8 weeks to 4 weeks.
- * Increased cash flow by \$723,000.
- * Attracted new clients.
- * Anticipated annual increase in business by 25 percent.
- * Awarded 5 new projects from one customer in first six months of becoming ISO certified.

Testimonial:

"As a result of working with TMAC to implement quality and environmental systems, we're now doing more with fewer resources."

Gustavo Farell, Founder and Owner